Audit Plan-NDIS

Beyond Care Solutions Pty Ltd

Client Name: Beyond Care Solutions Pty Ltd	Client Project Number: PRJ-2024-CZP-NDIS-1222	Audit Dates: 20-21/4/2024

Audit location(s):
1681 Dandenong Road, OAKLEIGH EAST VIC 3166

Criteria of Audit: NDIS Practice Standards

Audit Stage: Provisional audit (Stage 1 and Stage 2)

Scope:
To conduct a Provisional audit of the Provider, Beyond Care Solutions Pty Ltd system against the requirements of the National Disability Insurance Scheme Practice Standards and Quality Indicators.
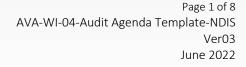
Registration Group:
- 0104 - Assist Personal Activities High - **Qualified staff?**
- 0106 - Assist-Life Stage, Transition
- 0107 - Assist-Personal Activities
- 0108 - Assist-Travel/Transport
- 0114 - Community Nursing Care - **Qualified staff?**
- 0115 - Daily Tasks/Shared Living
- 0116 - Innov Community Participation
- 0117 - Development-Life Skills
- 0120 - Household Tasks
- 0125 - Participate Community
- 0126 - Ex Phys Pers Training - **Qualified staff?**
- 0128 - Therapeutic Supports - **Qualified staff?**
- 0132 - Support Coordination - **Qualified staff?**
- 0133 - Spec Support Employ - **RTO or training company?**
- 0136 - Group/Centre Activities

NDIS Application Number:
4-JCIUMU4

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Beyond Care Solutions Pty Ltd

Provider Contact person: **JOSHUA FREE** **Contact Number: 0413 182 619** **Email: josh@chadstonechiro.com**	
Lead Auditor **Name: Frann Tahmasbi** **Contact Number: 0401 315 577** **Email: Frann.tahmasbi@gmail.com**	
Audit Team: **Saeed Ghobadi**	
In Case of use ICT what areas are audited remotely: **N/A**	
The identified risks and issues relevant to the ICT (if applicable): **No risks identified**	
Key Audit objectives	1.Evaluation of: ❖ National Disability Insurance Scheme Practice Standards and Quality Indicators. ❖ Applicable legal requirements (local legislation)

Beyond Care Solutions Pty Ltd

DATE: 20/4/2024		
Site: head office - Onsite		
Time:	**Department/Topic**	**Auditor(S)**
09.30 – 16.00	Reviewing policy and procedures - Core Module, 4.3&4.5 - Module 1 - Module 2a - Module 4	Frann Tahmasbi
09.30	Opening meeting with top management to explain the scope of the audit, audit methodology and reporting and to confirm the audit plan, including agreed Focus Areas. Review and confirm the audit scope, Review and confirm the risks and audit duration	All interested partied are welcome

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Time	Activity	Auditor

09:30 – 12:30	**Core Module – Division 1, 3**
	Covering service delivery processes and systems implemented to support the following:
	• Service access and exit transition and referrals
	• Consent
	• Client intake processes including
	   o Client assessment including risk assessment
	   o Service Agreement; and
	   o Support Planning
	• Service delivery
	• Service monitoring and review
	• Compliance requirements and responsibilities
	• Financial management
	• Incident management
	• Complaints management
		Frann Tahmasbi

12:30 – 13:00	**Lunch**	
13:00 – 16:30	**Core module - Division 2 , 4(4.3,4.5)** • Business registration documents • ABN • Physical address and outlet sites • Organisational Structure/key personnel • No. of NDIS Workers and Effective Employees • No. of sites • No. of shifts • No of participants Also, Key Personnel interview covering: • Risk management • Business planning • Quality management • Delegation and conflict of interest • Compliance requirements • Information management • Human Resource management (for current key personnel and employees) • Financial management • Internal audits • Incident and complaints management • Emergency and disaster management	Frann Tahmasbi

	• Complaint andffeedback management
	
	Module 2a - Implementing Behaviour Support Plan
	    • Behaviour Support in the NDIS
	    • Regulated Restrictive Practices
	    • Supporting the Assessment and Development of Behaviour Support Plans
	    • Behaviour Support Plan Implementation
	    • Monitoring and Reporting the Use of Regulated Restrictive Practices
	    • Behaviour Support Plan Review
	    • Reportable Incidents involving the Use of a Restrictive Practice
	    • Interim Behaviour Support Plans
	Module 4 - Specialist Support Co-ordination Module
	    • Specialised Support Co-ordination
	    • Management of a Participant's NDIS Supports
	    • Conflict of interest	

0930 – 1100
(Based on the availability)
	Module 1 - High Intensity Daily Personal Activities
	As well as Staff interview – RN /EEN
	    • Complex Bowel Care
	    • Enteral (Naso-Gastric Tube – Jejunum or Duodenum) Feeding and Management
	    • Tracheostomy Management
	    • Urinary Catheter Management (In-dwelling Urinary Catheter, In-out Catheter, Suprapubic Catheter)
	    • Ventilator Management
	    • Subcutaneous Injections
	Complex Wound Management
		Saeed Ghobadi

09:30 – 16:00 (Based on the availability)	**Staff interview + File check** • RN/EEN • Key personnel The key personnel will be interviewed during the audit and the time will be confirmed during the audit based on their availability. **Reviewing policies and procedures** • Core Module (division 1, 2, 3, 4), Module 1 • Module 2a	Frann Tahmasbi Saeed Ghobadi

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	• Module 4	
16:30 – 17:00	Closing meeting with the provider's management team to explain the audit outcome, including any areas for improvements.	**All interested partied are welcome**
09:00 – 13:00	**Report writing – 21/4/2024**	

Footnote:

❖ Opening meeting participants shall be including the senior management of the organization.
❖ The audit agenda can be modified by the lead auditor at the opening meeting or during the audit. However, the integrity of the audit plan must be maintained.
❖ All provided documents and evidence to the auditors are remained confidential and not disclosed to any third parties.
❖ If you have any concern or suggestion due to deficient audit performance, please email us via ndis@avaglc.com
❖ Any site safety rules and required PPEs need to be communicated with the audit team before the audit date.
❖ Please provide an office or room with a facility for using laptop computers & space in which to review documentation and interview personnel, if required.
❖ A controlled copy of company documentation should be made available to the auditor.
❖ The auditor may use ICT as a method for sharing files due to the risk of Covid-19.
❖ The audit team may use remote auditing tools, e.g., emails, dropbox, skype, Microsoft Teams, Zoom meetings, Facetime, etc., for sharing files. Also, the auditor may speak with you, another key process owner, through these tools during the audit duration.
❖ In the case of a remote audit, the auditor conducted a risk assessment before the start of meeting to ensure the organization's capability to deliver off-site audits.
❖ Breaks and lunch will be taken on a working basis.

Audit Objectives

At each relevant stages, the auditor must verify the audit objectives as per below:

Provisional:

1. information and evidence about conformity to all requirements based on the NDIS practice standards.
2. To verify any additional requirements raised by the Commission.
3. The capability and adequacy of resources to deliver service in the relevant registration groups.

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Division 1 – Rights and Responsibilities (6-10)

Person-centred supports
Individual values and beliefs ...
Privacy and Dignity
Independence and Informed Choice
Violence, Abuse, Neglect, Exploitation and
Discrimination

Division 2 – Governance and Operational Management

Governance and Operational Management
Risk Management
Quality Management
Information Management
Feedback and Complaints Management
Incident Management.
Human Resource Management
Continuity of Supports
Emergency and Disaster Management

Division 3 – Provision of Supports

Access to Supports
Support Planning
Service Agreements with Participants
Responsive Support Provision
Transitions to or from the provider

Division 4 – Support Provision Environment

Safe Environment
Participant Money and Property
Management of Medication
Mealtime Management
Management of Waste

Part 3 – Module 1: High Intensity Daily Personal Activities

Complex Bowel Care
Enteral (Naso-Gastric Tube – Jejunum or Duodenum)
Feeding and Management
Severe Dysphagia Management
Tracheostomy Management
Urinary Catheter Management (In-dwelling Urinary
Catheter, In-out Catheter, Suprapubic Catheter)
Ventilator Management
Subcutaneous Injections
Complex Wound Management

Part 4 –Module 2: Specialist Behaviour Support

Application of Module

Behaviour Support in the NDIS
Restrictive Practices
Functional Behaviour Assessments and Behaviour
Support Plans
Supporting the Implementation of the Behaviour
Support Plan
Behaviour Support Plan Monitoring and Review
Reportable Incidents involving the Use of a Restrictive
Practice
Interim Behaviour Support Plans

Part 5 – Module 2A: Implementing Behaviour Support Plans

Behaviour Support in the NDIS
Regulated Restrictive Practices
Supporting the Assessment and Development of
Behaviour Support Plans
Behaviour Support Plan Implementation
Monitoring and Reporting the Use of Regulated
Restrictive Practices
Behaviour Support Plan Review
Reportable Incidents involving the Use of a Restrictive
Practice
Interim Behaviour Support Plans

Part 6 – Module 3: Early Childhood Supports

The Child
The Family
Inclusion
Collaboration
Capacity Building
Evidence-Informed Practice
Outcome Based Approach

Part 7 – Module 4: Specialised Support Coordination

Specialised Support Coordination
Management of a Participant's NDIS Supports
Conflict of Interest

Part 8 – Module 5: Specialist Disability Accommodation

Rights and Responsibilities
Conflict of Interest
Service Agreements with Participants
Enrolment of SDA Properties
Tenancy Management