



NDIS Provider Crisis Checklist: Staff

To support your business operations during a crisis, it is essential to conduct an unscheduled check in with all the people you employ or engage to provide the supports and services your business offers, due to internal and external factors that could impact upon your business service delivery.

Some examples of crises are health crises such as the COVID-19 pandemic, an Influenza or Gastroenteritis outbreak and an outbreak of Legionnaires bacteria and disease. Other examples which are not health crises (but have a high risk of resulting in negative health incomes) include bushfires, flooding and other natural disasters.

To continue to provide supports and services that uphold the safety and wellbeing of the NDIS Participants you support, the following checks should be conducted for all workers (even if the answer appears to already be known or seems like common knowledge).

Confirmation of Basic Information

Name

- *Including any preferred names*

Date of Birth

Residential Address

- *This is important to consider in the event of an environmental crisis*

Contact Information

Next of Kin or Guardian

- *Including contact information for these individuals*

Preferred spoken language

Accessibility requirements



Best Practice Tip

From a business continuity viewpoint, it is important to note and acknowledge any caring responsibilities your workers may have within their personal lives (i.e. they are the primary caregiver to a child, person with disability or elderly person, etc). Workers' personal responsibilities need to be taken into consideration during a crisis, particularly those that are health related, as their usual capability to complete their workload may be compromised.

Confirmation of Health Information

Current Treating General Practitioner and any specialists the worker has seen within the past 12 months (if relevant)

- Contact information of the medical centre where the GP is based (including the GP's contact information)
- Contact information for any specialists (if relevant)

Current medications list (including medication dosage information - if relevant)

Current general health status

- Including a summary of their medical history including medical alerts, diagnosis, allergies and any recent illnesses or hospitalisations.
 - ◊ Noting any recent illnesses is vital during a health crisis, as this may impact the worker's ability to work as per usual (as seen during the COVID-19 pandemic)

Current level of mobility

- Including a summary of required mobility aids the worker requires

Any other important medical or health information

Confirmation of Staff Member's Availability

Current supports and services the worker provides on behalf of your business

Usual workload on a weekly/fortnightly basis

Current availability and capability to complete workplace duties



Additional Check In

Discuss with the worker whether they are open and available to working additional hours or being flexible with the hours they do work.

- This is important in planning contingency measures for your business if staffing availability were to become impacted during a crisis.
- Points to consider include determining what days and times your workers are available and open to working (including evenings and overnight shifts).

Confirmation of Health Information

It is important that your business uses this opportunity to review workers' knowledge and training to ensure it is current and up to date with both your business policies and practices as well as State, Territory and Federal legislative requirements.

Workers can easily confirm they understand their responsibilities, however, the onus falls upon your business to determine and ensure that this is the case. Consider the following points:

**When was the last date that the worker received any training from your business?
What type of training was provided?**

- *This information could easily be pulled from your business Training Register (or similar).*

When was the last date that the worker participated in any external professional development? What type of professional development was undertaken?

- *This information could easily be pulled from your business Professional Development Register (or similar).*
- *This information is particularly important for workers whose registration to external bodies such as AHPRA includes participation in professional development.*

Does your business offer supervision opportunities for workers?

- *If so, when was the worker last provided an opportunity to participate in supervision or took up an offer to receive supervision?*
- *Have the worker and management together addressed any practice issues that were identified during supervision?*

Staff supervision is an easy arrangement to put into place to help ensure your workers' practices align with your business policies and practices.



Confirmation of Health Information (Continued)

Is the worker up to date with your business' current Infection Control Protocols?

- *This should be a standard expectation and is especially important during health crises.*
- **Workers whose knowledge and training in this area is not up to your business standard should be supported with additional training immediately.**

Is the worker up to date with your business' current Emergency Planning Protocols?

- *This should be a standard expectation and is especially important during environmental emergencies such as bushfires and flooding.*
- **Workers whose knowledge and training in this area is not up to your business standard should be supported with additional training immediately.**

Can the worker be upskilled in order to perform additional or other workplace duties if required?

- *If so, confirm the worker is willing to undertake additional training and discuss any implications for their current duties and remuneration.*

Your business should also consider how you intend to determine and test workers' knowledge and training.

Best Practice Tip

If your business does not currently document information such as training provided to workers and professional development undertaken, this is a practice your business should put in place as soon as possible to support best practice service delivery, fulfil your NDIS obligations and meet audit requirements.



Risk Assessment Reminder

As part of your usual business operations, you should regularly assess any risks associated with providing supports and services to NDIS Participants. However, during times of crisis, it is equally important to identify any additional risks that could impact your workers. Risks will differ depending on the nature of the crisis.

Consider the following as a starting point:

- What are the risks associated with workers' current provision of supports and services?
- What are the direct risks to workers completing their usual workplace duties during a crisis?
 - *Individual risks specific to different roles should also be identified and addressed.*
- Has your business identified other alternative options (i.e. other organisations or staffing agencies) to help provide supports and services your workers cannot provide?
 - *This is incredibly important for rural and remote service providers.*

Note: It is your business' responsibility to ensure your policies, procedures and practices align with State, Territory and Federal legislative and industry requirements, as well as best practice guidelines. It is also your responsibility to ensure your workers can implement these policies, procedures and practices to the required standard.

