

DESQA AUDIT REPORT

Certification Audit
Triennial Audit
Surveillance Audit
Preassessment

Client Name:

Nova Employment and Training Program Inc

Certification Standard(s):

Disability Services Standards

| Site Audited | Audit Date | Audit Team |
|--------------------------|---|---|
| Broken Hill NSW | 9 th , 10 th & 11 th May 2006 | Dennis Power (ATL) Julie Loblinski (CTE) |
| Logan Central QLD | 15 th , 16 th & 17 th May 2006 | Lloyd Cooritz (Assessor) Jill Amos (CTE) |
| Campbelltown NSW | 22 & 23 May 2006 | Dennis Power (ATL) Julie Loblinski (CTE) |
| Hurstville NSW | 10 th & 11 th July 2006 | Dennis Power (ATL) Julie Loblinski (CTE) |
| St Marys NSW Head Office | 27 th July 2006 | Dennis Power (ATL) Julie Loblinski (CTE) |

- Recommendation:**
- The management system complies with the requirements of the nominated Standards.
 - The management system complies with the requirements of the nominated Standards subject to rectification of all nonconformances raised in this report.
 - The management system does not comply with the requirements of the nominated Standards.

AUDITOR/AUDIT TEAM LEADER

AUTHORISED REPRESENTATIVE

Date: _____

Date: _____

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PURPOSE AND SCOPE OF AUDIT

The purpose of this triennial assessment was to confirm that Nova Employment and Training Program Inc are implementing the Disability Service Standards effectively at the following sites;

- Broken Hill NSW (Open Employment)
- Logan Central QLD (Open Employment)
- Campbelltown NSW (Open Employment)
- Hurstville NSW (Open Employment)
- St Marys NSW Head Office

EXECUTIVE SUMMARY

Nova Employment and Training Program's mission is to help people with a disability find and keep a satisfactory job of their choice. Nova values are Honesty, Professionalism, Integrity, Respect and Individual choice.

Management and staff displayed a commitment to meeting the Disability Service Standards.

Nova Employment and Training Program Inc is a community focused organisation seeking employment within the local community for clients using the "Job Match" model, which matches client skills and aspirations to a position sought specifically for the individual. They are involved in community associations. Eg Disability Advisory Committee for Hawkesbury City Council, Hawkesbury Chamber of Commerce and involvement in the Deaf Festival each year. Each branch has developed close working relationships with local high schools.

A Job Club program has been implemented at a large number of High Schools. The program runs for eight weeks covering "Employment Seeking" activities. The Job Club Workbook is well structured and comprehensive.

The majority of staff have attended training on the Disability Service Standards conducted by Nova Employment and Training management and the Human Rights and Opportunity Commission. New staff will attend relevant training as training becomes available.

Flowing on from the change from FaCS to DWER guidelines and block funding to case based funding, Nova Employment have updated a number of procedures and forms. Further revision of procedures and forms will occur with the introduction of uncapped places.

Site Safety Reports are prepared during inspections of potential employer premises. Training and development needed to fulfil client skill gaps is encouraged and paid for by Nova Employment and Training. Nova Employment and Training also provide support for clients when placed in jobs. The support can be provided for a number of weeks where a Nova Employment and Training staff member works with the client at the employer's premises to provide necessary support settling into the employer's organisation. Support is lengthened or shortened depending on the clients support needs. Some clients do not need any onsite support.

Throughout all activities from entry to job placement, comprehensive activity notes are maintained of all interviews, job seeking activities, unsuccessful interviews and placement, etc.

Feedback from clients was extremely positive with a number of clients stating that their confidence

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and sense worth had been dramatically improved as a result of the development Nova Employment staff have conducted. Evidence was available to confirm that clients are briefed regularly on the Disability Service Standards. Eg Revision of Standards Form, initialled and dated by Client and Nova Employment Staff member and feedback from client and staff interviews.

The success of Nova Employment and Training clients in finding suitable long term employment has been published in a number of local community newspapers.

Staff have a positive attitude about the value clients can bring to the community. Clients at all sites were happy with the social activities they were involved in and stated that Nova Employment staff encourages them to participate in as many community activities as possible.

The staff Induction Training Manual has been translated into Japanese and is currently used by the Meiji Gakuin University of Tokyo Japan for the Social Welfare program at the University.

Nova Employment and Training Program Inc is a registered training organisation.
Registration No 90709.

Client Interviews

Clients were formally offered the opportunity to attend individual interviews or participate in an employee forum. Although clients had the opportunity to have a parent, guardian, advocate or carer accompany them during interviews and forums, only one client took up this option. The clients participating were from a suitable cross section of disabilities and cultures. Clients were also offered the opportunity to attend Entry and Exit meetings.

Broken Hill NSW (Open Employment)

Of the 34 current clients and 11 exited clients, 18 clients were selected, 4 attended the Client Forum and 4 individual interviews were conducted. 10 client files were reviewed.

Logan Central QLD (Open Employment)

Of the 56 current clients and 4 exited clients, 19 clients were selected, 5 attended the Client Forum and 4 individual interviews were conducted. 7 client files were reviewed.

Campbelltown NSW (Open Employment)

Of the 100 current clients and 47 exited clients, 20 clients were selected in the first round of selections, 3 attended the Client Forum and 4 individual interviews were conducted. 12 client files were reviewed.

A number of attempts were made to encourage more client participation. Further client selections were conducted by the CTE on the first day of audit to increase the number of clients participating. Some clients indicating attendance at individual and group forums failed to attend.

Hurstville NSW (Open Employment)

Of the 97 current clients and 30 exited clients, 20 clients were selected, 7 attended the Client Forum and 6 individual interviews were conducted. 7 client files were reviewed.

St Marys (Head Office) does not have any clients

The next surveillance audit is due in May 2007.

FOLLOW-UP ACTION REQUIRED

Follow-up action is not required.

Consideration of the observations detailed in the body of this report is recommended.

UNDERSTANDING THE FINDINGS OF THIS REPORT

Compliance ratings used in this report:

- 3 Commendable Compliance** – The requirements of a key performance indicator associated with a Disability Service Standard are met to a very high degree, an example of best practise.
- 2 Compliance** – The requirements of a key performance indicator associated with a Disability Service Standard are met.
- 1 Minor nonconformity** – The requirements of a key performance indicator associated with a Disability Services Standard are not fully met, or the outcome is only partly effective.
- 0 Major nonconformity** - The requirements of a key performance indicator associated with a Disability Services Standard are not met, or the outcome is ineffective. A number of related minor nonconformities also constitute a major nonconformity. If a matter is a 'notifiable' issue a "0" will be raised.

OBS Observation – An observation which is an opportunity for improvement or positive feedback.

NI Notifiable Issue: is evidence or allegations of a serious health, safety or abuse risk, financial impropriety and/or professional misconduct. Certification cannot proceed until the Department of Community Services advises NCSI that the notification issue is resolved.

ACTION REQUIRED TO ADDRESS NONCONFORMITIES RAISED IN THIS REPORT

Major nonconformity (Code 0)

- a) Verification of effective corrective action shall require a follow-up visit by NCSI before certification. If the service is already certified, evidence of a corrective action plan shall be presented to NCSI within 5 working days and a follow-up visit by NCSI within three months will verify that the corrective action has been effective.
- b) Failure to action the major nonconformity within three months, or take action sufficient to downgrade the major nonconformity to a nonconformity, shall result in automatic suspension of certification.

Minor nonconformities (Code 1)

- a) Proposed corrective action to address each minor nonconformity must be agreed with the auditor either during the audit or by submitting an action plan after the audit within 10 days.
- b) Implemented corrective action must be verified as effective before certification (although a site visit is not mandatory), or within six months if the disability employment service is already certified.
- c) Failure to action a nonconformity within six months may lead to the nonconformity being upgraded to a major nonconformity; and in addition, a major nonconformity may be raised with the disability employment service's corrective action process.

Notifiable Issue (Code NI)

If evidence is found of a notifiable issue or specific allegations are made, NCSI will record the details of the disclosure, allegation or witnessed event, and also immediately notify the disability employment service's manager (unless there is justifiable reason for not doing so) and the Department of Family and Community Services. NCSI is not responsible for resolving the issue. Certification cannot proceed until the Department advises NCSI that the notifiable issue is resolved. If the disability employment service is already certified, NCSI shall seek advice from the Department.

Observations (Code OBS)

Observations are provided as guidance on areas of potential system weakness or system improvement, and should be actioned where practicable. Isolated or incidental deficiencies identified in observations may indicate that specific aspects of the system need to be reviewed to prevent problems occurring in the future.

| CAPABILITY STATEMENT <i>(Site name and address of each location. State whether single or multiple site scope required.)</i> | | |
|---|-----------------------|------------------------------------|
| <u>SITES</u> | | <u>CERTIFICATES</u> |
| Open Employment Sites. | | |
| Nova Employment & Training Program Inc 11 Collins Street ST. MARYS NSW 2760 | Site No: 16981 | 1 Certificate 1 Corporate Scope |
| Nova Employment & Training Program Inc 1 Laurence Street RICHMOND NSW 2753 | Site No: 17639 | 1 Certificate |
| Nova Employment & Training Program Inc Shop 4-8 Mall Arcade 461 High Street PENRITH NSW 2750 | Site No: 17640 | 1 Certificate |
| Nova Employment & Training Program Inc Unit 4, 18 Third Street BLACKTOWN NSW 2148 | Site No: 17641 | 1 Certificate |
| Nova Employment & Training Program Inc 8/72 Waratah Street KATOOMBA NSW 2780 | Site No: 17642 | 1 Certificate |
| Nova Employment & Training Program Inc Suite 77, 14-15 Woodville Street HURSTVILLE NSW 2220 | Site No: 17643 | 1 Certificate |
| Nova Employment & Training Program Inc Shop 10, Exchange Arcade Argent Street BROKEN HILL NSW 2880 | Site No: 17644 | 1 Certificate |

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|--|------------------------------|----------------------|
| <p>Nova Employment & Training Program Inc Suite 15, 20-24 Gibbs Street MIRANDA NSW 2228</p> | <p>Site No: 17646</p> | <p>1 Certificate</p> |
| <p>Nova Employment & Training Program Inc Shop 12, Pulteney Arcade TAREE NSW 2430</p> | <p>Site No: 17647</p> | <p>1 Certificate</p> |
| <p>Nova Employment & Training Program Inc Level 2, Suite 1 178-180 Queen Street CAMPBELLTOWN NSW 2560</p> | <p>Site No: 17648</p> | <p>1 Certificate</p> |
| <p>Nova Employment & Training Program Inc 91 Wembley Road LOGAN CENTRAL QLD 4114</p> | <p>Site No: 17649</p> | <p>1 Certificate</p> |
| <p>Provision of employment programs that help people with a disability find work that pays no less than an award wage.</p> | | |
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FINDINGS

| KPI, AREA OR FUNCTION | RATING | AUDIT FINDINGS | CORRECTIVE ACTION, FOLLOWUP AND CLOSE OUT |
|-----------------------|--------|--|---|
| Standard 1 | 2 | <p>Service Access</p> <p>The requirements of all KPIs for this Disability Service Standard are met.</p> | |
| KPI 1.1 | 2 | <p>Nova Employment and Training has published their non-discriminatory policy in the client handbook and Nova Employment and Training brochures. The policy clearly describes to potential clients the steps to be taken to enter the services (Open Employment and Business Service). A comprehensive range of brochures is displayed and freely available. Brochures describe how Nova Employment and Training can assist potential clients and includes client selection criteria. Potential clients are interviewed to identify their requirements, Nova Employment services that can be provided and the entry and exit processes and requirements. Information on entry and exit processes is available in a number of languages, including Braille. The organisation has also documented service access policies and procedures, which are non-discriminatory. Information collected by Nova Employment relates to necessary entry requirements and individual needs of clients only. Evidence was available to confirm that although the service has a focus on their target group. Clients outside the target group have also been accepted into the program.</p> <p>The Service freely networks with referrers and other agencies to ensure that they are aware of the Service and the rules for entry. A Job club training program is run at local high schools and provides an opportunity for potential clients to learn about Nova Employment and Training services.</p> | |

FINDINGS

| KPI, AREA OR FUNCTION | RATING | AUDIT FINDINGS | CORRECTIVE ACTION, FOLLOWUP AND CLOSE OUT |
|-----------------------|--------|---|---|
| KPI 1.2 | 2 | <p>Entry and exit policies and procedures describe the entry and exit process. The entry processes have been structured to ensure clients and their parents/guardian/advocates can understand the processes and decision points. Clients can exit the service at any time. Evidence was available to confirm consumer involvement in exiting decisions in Activity Notes and through client interviews. Waiting lists are initiated where there are more potential clients than vacancies within the service. Procedures are in place to guide staff in prioritisation of waiting lists. There were no waiting lists at the time of audit.</p> <p>A Client Handbook is available in a number of languages including Braille. A video is also available for clients with hearing disabilities. There are a number of staff who are fluent in Auslan at the Campbelltown branch. The Nova Employment and Training Web site has information about Nova Employment and Training and the Entry information in a number of languages.</p> <p>Bulletin boards are located in the foyer of all sites displaying relevant information on the service and it's achievements within the community.</p> <p>Staff were able to describe the entry and exit procedures and provided examples of how they have assisted clients during the entry process. Internal audits of the entry and exit processes at all sites have been comprehensive. Branch management take a leading role in the entry and exit processes.</p> <p>Consumer feedback from the individual interviews and focus groups confirmed consistent implementation of the entry processes.</p> <p>Clients were happy with how the entry processes were implemented, which included an explanation at every step of the process. Consumers at all sites believed that Nova Employment was fair in its application of the entry and exit processes.</p> | |

FINDINGS

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|-----------------------|--------|---|---|
| Standard 2 | 2 | <p>Individual needs</p> <p>The requirements of all KPIs for this Disability Service Standard are met.</p> | |
| KPI 2.1 | 2 | <p>Processes reviewed continue to be implemented in accordance with documented procedures. Employment goals are documented in the Employment Assistance Plans. Client changes to goals are updated as required. The Client Handbook is provided to all clients. There was no evidence of any unreasonable restrictions placed on clients. Clients were able to confirm that they had not encountered any restrictions and were able to change goals and needs at any time.</p> <p>Staff were able to describe how they had encouraged clients to consider a range of opportunities for employment and the necessary training and development they needed to ensure a positive employment outcome occurs. Nova Employment use the "Job Match" model, matching jobs to the client skills and experience. Evidence was available to confirm that clients are referred to TAFE and other agencies to improve client competencies and job skills.</p> <p>The review of client files confirmed clients files included all necessary completed and duly signed (by client and Nova Employment staff) documentation required by documented procedures. Eg Client Printout, Client Registration Package, Resume, Employment Assistance Plan (EAP), DPI Draft and Record of Evidence, Deficit Based Assessment (DBA) & Client Self Assessment Ready for work assessments & other evidence, Activity Reports, Job Seeking evidence, Placement Form & Worksite information, Subsidy Information and Variation to Support. A comprehensive approach is applied to identifying the individual needs of clients.</p> | |

FINDINGS

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|-----------------------|--------|--|---|
| | | <p>Clients interviewed confirmed that there is a process in place which identifies their goals and needs and that staff were committed to including them in any decision making regarding their preferred goals and needs. They advised that they sign off on the EAPs and any changes made to EAPs. Clients were confident that if they wanted to change their goals and needs, staff would listen to them and help then change or expand them. A small number of clients stated that they had changed their goals and needs since first entering Nova Employment. Clients stated that staff were helpful and believed job goals and needs were identified and every attempt is being made to meet them.</p> | |
| KPI 2.2 | 2 | <p>Employment goals are documented in EAPs. Completed "Activity Reports" document employment opportunities identified and considered and, discussions on how clients performed at interviews and areas for improvement. Activity reports also include details of issues and concerns of clients. Eg How they will perform at interviews problems with training and development. Nova Employment staff were able to describe how they explained the services provided to clients and the necessary documentation that clients needed to access Nova Employment services. Changes to EAPs were evidenced and records confirmed that clients had initiated changes as a result of changing circumstances.</p> <p>Clients stated that Nova Employment staff helped them understand what Nova Employment could and could not do for them. Clients interviewed stated that staff were committed to finding them a job that would meet their goals and needs. Clients stated that they were contacted as soon as a potential job was identified. The vast majority of current clients interviewed were confident that they will achieve their job goals and needs. Many examples of long-term employment and initial placements were noted during the assessment.</p> | |

FINDINGS

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| KPI 2.3 | 2 | <p>EAPs reviewed confirmed that each client's goals and needs are unique. There was a broad spread of goals and needs. The EAPs also included potential strategies to achieve the stated goals and needs. Activity Reports are maintained up to date and include details of discussions and changes to EAPs. Nova Employment staff were able to describe how they review and address the needs of different groups of clients. Clients believed that their job goals and needs are considered by Nova Employment staff. Most clients believed they had a range of employment opportunities available for them. Some clients believed that due to their limited skills and knowledge they were limited to particular industries. All clients interviewed believed that the processes that they have been involved in with Nova Employment have improved their chances of full time employment on award wages.</p> <p>Management and staff interviewed during the assessment were committed to ensuring that the services provided support the unique employment goals of each client.</p> | |

FINDINGS

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|-----------------------|--------|---|---|
| Standard 3 | 2 | <p>Decision making and choice</p> <p>The requirements of all KPIs for this Disability Service Standard are met.</p> | |
| KPI 3.1 | 2 | <p>Evidence sighted in files and discussions with management, staff and clients confirmed that clients are involved in identifying their goals, needs and aspirations. Brochures are freely available to clients entering any of the offices and may have brochures posted to them. Posters are on walls in offices describing the services available to clients including a poster describing the Nova Employment complaints process. A poster is also in each branch office for the Complaints Resolution and Referral Service. Evidence was available to confirm that clients are regularly briefed on the Disability Service Standards. Clients confirmed that they were briefed on the Standards when they attend their appointments at the Nova Employment for Job Seeking activities. They are asked to state in their own words what the standards mean to them. A number of clients stated that they are involved in Nova Employment business activities. Eg Interviewing new Nova Employment staff, client feedback and discussion groups to identify improvement of services to clients.</p> <p>They also advised that Nova Employment staff assist them in attending the Annual General Meeting when requested. Clients take part in Job Club training. This supports clients in job choices, planning and reaching goals, preparing resumes, job seeking, looking at barriers, building self esteem, personal presentation, job interviews and starting a new job.</p> | |

FINDINGS

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| KPI 3.2 | 2 | <p>All EAPs reviewed during the audit had been signed off by both clients and staff. Clients confirmed that they had EAPs that reflect their goals, needs and aspirations. Clients confirmed that they have regular contact with Nova Employment staff to identify progress in training and development and job seeking activities. The majority of clients believed that they were kept informed of their progress and did not need Nova Employment to improve their communication processes. A very small number of clients believed that Nova Employment should be contacting them every day. All clients interviewed believed that Nova Employment staff listened to them and were confident that Nova Employment staff are acting in their best interest.</p> <p>Examples of support provided as a result of consumer input includes: After-hours support, transportation, assistance with preparation for job interviews and training.</p> | |

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| Standard 4 | 2 | <p>Privacy, dignity and confidentiality</p> <p>The requirements of all KPIs for this Disability Service Standard are met.</p> | |
| KPI 4.1 | 2 | <p>Policies and procedures are in place that cover the collection of information, it's use, security, disclosure and disposal. All actions taken on behalf of clients is recorded in the clients file. Activity notes cover actions, conversations and interviews with clients. All branches have access to the Privacy Act 1988. Brochures and a Client Handbook contain information about clients privacy and confidentiality. Management and staff were able to describe accurately the policies and procedures implemented to ensure client privacy and confidentiality. The Nova Employment Staff Induction covers all twelve Standards in detail. Records of staff Induction attendance were up to date. Client files are filed away at the completion of file updates and stored in locked filing cabinets. Client Activity Notes are entered on GEMMA, which is password protected. Forms to obtain and release client information are updated and resigned by clients every six months.</p> <p>The vast majority of clients interviewed were able to describe what privacy and confidentiality processes were practiced by Nova Employment. Clients were confident that their privacy and confidentiality was respected.</p> <p>The Service promotes a "clean desk" policy, and has monitored security systems. All discarded sensitive documentation in shredded.</p> | |
| | OBS | <p>The organisation could clarify the legal position with respect to access of minors' records by parents or guardians without the permission of the client.</p> | |

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| | OBS | Procedure C-02-03 could be updated to include storage and security of memory sticks. Procedure C-02-01, step 9, could be updated to reflect the six monthly re-signing of client release forms. | |
| KPI 4.2 | 2 | <p>Brochures are available in all branches which contain information regarding respect and tolerance of all clients. The client handbook also includes a section on respect and tolerance and, Nova Employment and Client responsibilities. Management, staff and clients were aware of, and understood the intent of policies concerning staff "Code of Conduct" and "Individual Needs". At times during the assessment, Nova Employment management, staff and clients participated in discussions which displayed a high level of respect and confidence between clients, management and staff. Staff have attended training on challenging and difficult behaviour and indigenous cultural awareness. Management plans are in place, which cover challenging behaviour.</p> <p>Clients confirmed that they believed that they were treated with respect and dignity. Clients were complimentary on the way they were welcomed each time they visited the Nova Employment offices.</p> | |
| | OBS | There were a small number of client activity notes with reference to other Nova clients (Names) at one branch. It may be beneficial to reinforce the need to maintain confidentiality of client's information. | |

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| | OBS | Policy number C-05 could be expanded to include mental wellbeing as well as physical wellbeing. | |
| Standard 5 | 2 | Participation and integration The requirements of all KPIs for this Disability Service Standard are met. | |
| KPI 5.1 | 2 | <p>EAPs address barriers to employment and include strategies to overcome barriers through training and development, mentoring and coaching. Brochures are available that detail how Nova Employment assist clients in achieving their employment goals, needs and aspirations. Most branches have had local newspaper articles published on successful employment outcomes for Nova Employment clients. It was noted that some local newspapers did not wish to publish articles. Clients are encouraged to attend TAFE courses to enhance their skills and competencies. Nova Employment provide on the job support and training, including travel training. Nova Employment staff ensure adequate support is available to clients during the registration, job seeking, placement and ongoing employment. Reviews of employment opportunities and outcomes are well documented in Activity Reports and Job seeking evidence folders in client files. Most working clients confirmed they are placed in industries which do not have many, if any, employees with a disability and are encouraged to participate in employer sponsored social activities. Some working clients employed at McDonalds stated that there were other people employed at McDonalds with disabilities. Staff were able to describe examples of strategies used to promote a wide range of opportunities for clients in various industries. Eg. Packaging, Government and hospitality industries. Client Feedback forms are used to obtain progress information from clients as they progress through the various stages of seeking employment.</p> | |

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| Standard 6 | 2 | <p>Valued Status</p> <p>The requirements of all KPIs for this Disability Service Standard are met.</p> | |
| KPI 6.1 | 2 | <p>The Client Handbook is positive and supportive of the needs of people with disabilities. The Handbook focuses on achieving outcomes for clients which meet their goals and needs. Clients believed in their capabilities and that they would be successful in obtaining worthwhile jobs. A number of local newspaper articles on the successful employment activities of Nova Employment were sight at a number of branches assessed. A survey of staff confirmed a positive attitude with staff willing to provide assistance beyond the normal Nova Employment scope of assistance.</p> <p>Clients have been included on interview panels interviewing potential Nova Employment staff and have the right to veto any potential employee they feel are unsuitable.. This has enabled clients to gauge the empathy and understanding of potential applicants working with people with disabilities. Staff supported clients to achieve their goals and needs. Nova Employment management and staff display enthusiasm to potential employers through one-on-one visits and correspondence on the benefits clients may bring to employers.</p> <p>The valued status of clients is reinforced during the initial stages of employment with the Nova Employment providing on the job support. Staff at all branches were observed to treat clients as equals. Clients confirmed that staff do not talk down to them and treat them with respect.</p> | |

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| | | <p>Documentation sighted during the assessment confirmed that clients skills and competencies are the focus of all employment decisions by Nova Employment. This was well evidenced by the payment of award wages to all but two clients. Wage assessments are conducted by DEWR. Clients at all branches assessed believed that Nova Employment management and staff promote their valued status as employees. Staff actively take part in local Expos in promoting the Nova Employment service.</p> | |
| KPI 6.2 | 2 | <p>EAPs and the Job Seeking Sessions provided evidence of the range of employment opportunities that Nova Employment pursue. Records are maintained on client files of all employers approached and all jobs that have been applied for. Client files contain employment searches and opportunities that have been found and followed-up. Post interview sessions are also documented to improve client interview techniques. Nova use the "Job Match" model, which matches client skills and aspirations to a position sought specifically for the individual. This technique was well evidenced throughout the assessment. Job Seeking Sessions records contained evidence of referrals to other providers such as TAFE, to improve the client's job skills and competencies. Clients stated that they feel valued by Nova Employment and that they are promoted as worthwhile employees to employers.</p> | |

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| KPI 6.3 | 2 | <p>EAPs include strategies for developing skills and competencies. Eg. Interview training forklift driver training and TAFE courses. Records in client files confirmed an effective program is in place to enhance client skills and competencies. A successful relationship with TAFE has assisted in ensuring clients receive training appropriate to their job goals and needs.</p> <p>Clients confirmed that Nova Employment is committed to developing their competencies to ensure they are well qualified for jobs sought. They also stated that management and staff provide the opportunity to change their goals if clients wish to change their employment requirements.</p> | |
| Standard 7 | 2 | <p>Complaints and disputes</p> <p>The requirements of all KPIs for this Disability Service Standard are met.</p> | |
| KPI 7.1 | 2 | <p>Policies and procedures are in place to capture, record and investigate complaints and grievances. Posters are on walls in all Nova Employment Branches describing the complaints process. The client Handbook includes a section on how to make a complaint with a flowchart of the process. Induction processes include information on the Complaints and Grievance processes. The Complaints and Grievance process is also available on the Nova Employment Internet Website. A poster is also in each branch office for the Complaints Resolution and Referral Service.</p> | |

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| | | <p>Clients were able to generally describe the complaints process and stated that they had been briefed on how to make a complaint and that Nova Employment staff have told them that complaints help Nova Employment improve services to clients. A number of clients were able to describe the process in great detail. These clients stated that they had not needed to complain, but were interested "Just in Case". A Grievance LogBook was in place at all branch offices audited. Clients interviewed confirmed that they have not had a need to complain about any of the services or staff at Nova Employment. They also stated that they were not afraid to complain as Nova Employment staff always listen to them and assist them in any way they can. Clients stated that they could have a parent/guardian/family member or advocate assist them at any time in making a complaint.</p> | |
| | OBS | <p>The flowchart, "How to make a complaint" could be revised to guide clients in contacting DEWR or an outside complaints service.</p> | |
| KPI 7.2 | 2 | <p>Procedures include flowcharts to assist clients in understanding the process. Clients confirmed that staff regularly brief them on the Complaints and Grievance processes. Over the past three years there has been one informal complaint raised in one branch. Action was taken immediately to ensure the client's concern was addressed to the satisfaction of the client. Clients interviewed confirmed that they have not needed to raise complaints and were very happy with Nova Employment.</p> | |
| KPI 7.3 | 2 | <p>A record of the informal complaint was reviewed including action to address the complaint. The client raising the complaint was interviewed and confirmed the complaint was addressed appropriately. The client was very pleased with the action taken and how the complaint was handled.</p> | |

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| Standard 8 | 2 | <p>Service management</p> <p>The requirements of all KPIs for this Disability Service Standard are met.</p> | |
| KPI 8.1 | 2 | <p>The corporate governance processes are working well. Two clients have been appointed on the eight member Board of Management. Board minutes are documented. Evidence was available to confirm clients are invited to Board of Management meetings. Although clients knew of the board of management and that a number of clients served on the Board of Management, they did not know the names of the people on the board. The names of Board members has been published in Newsletters.</p> <p>A current Nova Employment Mission statement was sighted at all branches audited.</p> <p>Documentation is suitably controlled and obsolete documentation removed from the system to prevent use. The Ongoing Performance Appraisal System (OPAS) provides an effective audit methodology for the identification of deviations from process and the identification of opportunities for improvement. OPAS assessments conducted over the past three years were reviewed and confirmed that the assessments had been effective.</p> | |

FINDINGS

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| | | <p>Opportunities for improvement are reviewed at Team, Manager and Management meetings. Up to date Business Plans are in place for all branches.</p> <p>A copy of Nova Employment procedures is maintained up to date at each branch. Records are maintained of client outcomes. Uncontrolled procedures are available to the public on the Internet Website. The policy and procedure manual covers all twelve Disability services Standards.</p> <p>Staff believed the Team and Managers meetings and OPAS assessments are the venues for raising opportunities for improvement. Management and staff believed discussions with clients was also used to identify opportunities for improvement.</p> <p>Nova Employment has been updating a number of documents inline with DEWR requirements.</p> | |
| | OBS | <p>Policies and procedures have been rescheduled for review. Previous review date of the majority of procedures was April 2004. There has not been any change in policies and procedures over the past three years. The funding change from FaCS to DEWR has now necessitated changes to policies and procedures. Management have committed to a comprehensive review in September 2006.</p> | |
| | OBS | <p>Consideration could be given to making the "MAP OF SERVICE DELIVERY" a controlled document.</p> | |
| | OBS | <p>It may be beneficial to include the word "Optional" in brackets next to the entry "Complete DBA" on the Map of Service Delivery" document.</p> | |
| | OBS | <p>It may be beneficial to use the current site assessment forms for recording site assessments conducted prior to work trials (paid and unpaid).</p> | |

FINDINGS

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| | OBS | It may be beneficial to update the Client Handbook to include; <ul style="list-style-type: none"> • reference to the current client minimum age to be eligible to access Nova Employment services and, • reference to CRRS and the complaints Hotline. | |
| | OBS | Consideration could be given to developing a formal client and school representative feedback process to monitor client and school perceptions of the Job Club program and to identify opportunities for improvement for the program. | |
| Standard 9 | 2 | Employment conditions The requirements of all KPIs for this Disability Service Standard are met. | |
| KPI 9.1 | 2 | <p>Copies of relevant award and industrial agreements were available for all areas where Nova Employment clients are employed. Awards are available in the Nova Employment branches and the Internet. All clients currently in open employment are receiving Award Wages. Nova Employment staff check clients payslips to ensure Award Wages are paid correctly.</p> <p>Working clients interviewed confirmed that they were receiving award wages. They also confirmed that staff provided support to them in jobs until the they were confident about working with no support. Some clients stated that they had not needed support as they were confident enough to start their job on their own. All working clients interviewed stated that they had been contacted regularly during their employment to ensure the job continues to meet their goals, needs and aspirations.</p> <p>Where a client is on pro-rata wages, all assessments are conducted by DEWR.</p> <p>Nova Employment has very few clients working on Pro-rata wages.</p> | |

FINDINGS

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| KPI 9.2 | 2 | <p>Prior to client commencement in employment, documented Site Assessments of potential work environments are conducted to ensure working conditions are consistent with legislative and regulatory requirements. Clients are not placed in jobs where there are OH&S issues that may put clients at risk.</p> <p>Clients who have been placed in jobs believed that Nova Employment staff had assessed the premises where they are working to ensure the working conditions were appropriate to their needs and that they were not working in dangerous places.</p> | |
| KPI 9.3 | 2 | <p>Working clients stated that they worked in the same conditions as other workers at their employer's premises and were happy with working conditions. Clients stated that Nova Employment staff provided them with onsite support for a period of time to provide support during the first few days of employment. This was to ensure working conditions were in fact the same as when Nova Employment staff conducted the Site Assessment. A number of clients stated that they had had Nova Employment staff support for a number of weeks until they were confident in their job.</p> <p>Working clients stated that they, and where necessary, their parent/guardian/advocate were briefed on the job, conditions of employment, their responsibilities and the employers responsibilities prior to job commencement. They believed that they were provided with all the information they needed.</p> | |

FINDINGS

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| Standard 10 | 2 | <p>Service recipient training and support</p> <p>The requirements of all KPIs for this Disability Service Standard are met.</p> | |
| KPI 10.1 | 2 | <p>Clients are briefed at induction into the Nova Employment service on training and support activities that may assist clients. Training is specifically aimed at enhancing skills and competency to ensure a successful employment outcome. TAFE training is recommended where appropriate, which leads to formal recognition of qualifications.</p> <p>Nova Employment staff conduct post placement, onsite training and support for clients when necessary. Records of such training and support are documented in Activity Reports.</p> <p>The Job Club program is an accredited training program conducted over an eight week period. The period may be extended to nine weeks in some circumstances.</p> <p>The NOVA EMPLOYMENT "Job Club" covers practical, physical and emotional preparation for the world of work. Participants learn in a friendly and supportive small group environment about such subjects as: what to say and wear at interviews; how to develop a resume; appropriate social skills for employment; etc</p> <p>Clients and staff believed Job Club was extremely beneficial in assisting clients in gaining confidence to seek employment.</p> | |

FINDINGS

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| | | <p>EAPs reviewed confirmed that Client's training and support needs are addressed. Activity Reports reviewed competencies and the need to improve or develop further competencies to meet work-related needs as a result of feedback from interviews and client discussions. Changes to employment goals, needs and aspirations are discussed, agreed and documented in EAPs and Activity Reports. Records reviewed confirmed that Nova Employment maintains a focus on Client goals, needs and aspirations. Staff described how training is directed towards maximising skill and competencies. Training records are maintained on Client files</p> <p>A significant number of clients were attending TAFE or Community Education courses. All clients interviewed believed the skills and competencies they are developing would assist them in obtaining a job. Clients working towards employment were confident Nova Employment staff would find them a suitable job. Working clients believed Nova Employment worked hard to find them suitable employment.</p> | |
| Standard 11 | 2 | <p>Staff recruitment, employment and training</p> <p>The requirements of all KPIs for this Disability Service Standard are met.</p> | |
| KPI 11.1 | 2 | <p>Job descriptions are appropriately documented and include skills and competencies required and the duties of the position. Staff were able to describe their job roles and responsibilities and, necessary skills and competencies required to successfully place people with a disability in jobs. Staff believed their job descriptions were comprehensive and reflected their roles and responsibilities. Staff that were employed by Nova Employment during the last review of job descriptions stated they had been consulted during the review.</p> | |

FINDINGS

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| KPI 11.2 | 2 | <p>Policies and procedures are in place for staff recruitment activities. Reference checks (including police checks) are appropriately conducted for all Nova Employment staff and records maintained appropriately. Staff qualifications are maintained on staff personnel files. Clients are included on interview panels for new Nova Employment staff. Clients participating have the right to veto any potential candidate they feel is unsuitable.</p> <p>Records of performance appraisals confirmed they were appropriately conducted and recorded. Staff were able to describe the two stage process of self evaluation and subsequent evaluation with their manager. They believed the process was working well. Under performance was not an issue in any of the staff performance appraisals sighted.</p> <p>Skills and competency enhancements were observed with necessary training conducted to bridge skill or competency gaps.</p> <p>The induction process is extensive. New staff participate in a one week induction course at head office before commencing at their assigned branch.</p> <p>New staff receive further structured training at their assigned branch. Competency reviews during this period ensures any competency gaps are appropriately addressed. New employees undergo a full performance appraisal after three months in the position. Clients attending the client focus group meeting confirmed that a number of them have participated on interview panels and were treated as equals on the panel. They believed staff were appropriately qualified and trained to ensure the best employment result for clients.</p> | |

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| KPI 11.3 | 2 | <p>Management and staff training needs are identified during the performance appraisal process, manager's meetings and staff meetings. Completed performance appraisals are signed by both staff member and branch manager. Nova Employment training and development plans are in place for all staff. Staff were able to describe how they are involved in the review and execution of their training and development plans. Staff advised that they believed the training provided by Nova Employment, and external providers was appropriate for the nature of the Nova Employment service.</p> | |

FINDINGS

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| Standard 12 | 2 | <p>Protection of human rights and freedom from abuse</p> <p>The requirements of all KPIs for this Disability Service Standard are met.</p> | |
| KPI 12.1 | 2 | <p>Policies, procedures and posters describing measures taken to protect the rights of the clients were sighted. Brochures are available to clients which cover what abuse is and what to do about it. The brochures provide contact numbers for agencies that can assist clients in reporting abuse and/or neglect. There was no evidence available that indicates there has been any abuse and neglect of clients. Police checks have been conducted for all staff. An OH&S risk assessment has been appropriately conducted for all branches. The Nova Employment induction process covers abuse recognition, abuse reporting and relevant support to clients who have or may have been abused.</p> <p>All staff have participated in briefings on Standard 12 "Protection of human rights and freedom from abuse". Management and staff were able to describe how entry procedures cover client's rights in regard to Standard 12 and the ongoing commitment by Nova Employment management and staff to ensure abuse does not occur to any client in their care. Management and staff described how they ensure abuse does not occur after successful employment placement with regular follow-ups with employers and clients. Client surveys conducted at various stages of employment seeking also assist in identifying abuse or potential abuse. The Nova business plan includes a commitment to ensuring clients are not abused or neglected. Manager's and staff meeting minutes include discussions on human rights, abuse and neglect.</p> | |

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| KPI 12.2 | 2 | <p>The Client Handbook details the client's and Nova Employment's rights and responsibilities and records are maintained of when briefings covering all elements of the standards were conducted with clients. The briefings are conducted at least yearly with ongoing clients. Records are maintained of all legal, human rights, abuse and neglect briefings and training sessions. Brochures are freely available in the reception area of all branches which contain Nova Employment's commitment to uphold legal and human rights to prevent abuse and neglect. The Notice Boards in branch reception areas display a number of articles addressing legal, human rights, abuse and neglect subjects for client to read. Staff also help clients understand what message the articles are communicating. Staff were able to describe how they would address scenarios of abuse and neglect and referral to DWER and the Human Rights and Opportunity Commission.</p> <p>There has not been any alleged/suspected/actual abuse or neglect cases reported at any Nova Employment branches. Regular reviews of employment conditions and feedback from clients and employers has never indicated there has been any abuse or neglect of Nova Employment clients.</p> <p>Clients interviewed confirmed that they have not encountered any abuse or neglect during their time with Nova Employment. They also advised that they had not heard of any other Nova Employment client being abused or neglected. Clients confirmed they had been regularly briefed on their rights and responsibilities regarding abuse and neglect. They believed that Nova Employment management and staff are committed and successful in ensuring they are not abused and/or neglected.</p> | |