

# NDIS Provider Sessions

Facilitated Online • \$240 + GST per session

Attend all 3 sessions and pay only \$650 + GST

These sessions are designed to help NDIS providers and their people to fully understand the NDIS Practice Standards, compliance obligations and how to maintain effective management systems through continuous improvement.

## Session 1

### Demystifying the NDIS for Providers

Learn about the Practice Standards. Especially ideal if you want a greater understanding of your NDIS compliance requirements.

## Session 2

### Understanding the NDIS Practice Standards, Compliance & Obligations

Exploring key requirements of Incident & Complaints Management as well as the Core Module, Supplementary Modules & Verification Module

## Session 3

### NDIS Implementation, Audit and Continuous Improvement for Providers

Learn about implementation of the Practice Standards, the audit process and continuous improvement post-registration.

## Course dates

### November 2020

Session 1 Monday 16 November 2020 2pm AEST  
Session 2 Tuesday 17 November 2020 2pm AEST  
Session 3 Wed 18 November 2020 2pm AEST

### February 2021

Session 1 Wed 10 February 2021 10am AEST  
Session 2 Thurs 11 February 2020 10am AEST  
Session 3 Thurs 11 February 2020 1pm AEST

All sessions are conducted via Zoom. Participants will receive a certificate of attendance and a course handout to support learnings. There is no pre-reading, post-assessment for these sessions

### Register now:

[www.grayms.com.au/ndis/ndis-provider-training/](http://www.grayms.com.au/ndis/ndis-provider-training/)

## Upcoming Webinars

### NDIS Internal Auditing

A requirement within the Core Module of the Practice Standards

1 hour FREE webinar

Thursday 5 November 2020 at 12pm AEST

There is a requirement within the Core Module of the Practice Standards where providers must have a schedule of internal audits.

In this free webinar Loren will provide an introduction to internal auditing, including tips for how to create a risk-based schedule. Loren will also answer the following questions:

- What is an internal audit?
- Who can conduct an audit?
- How do you conduct an audit?
- The difference between an audit & inspection.

### NDIS Incident Management

A requirement for all registered NDIS Providers

Interactive 45 minute session

Thursday 3 December 2020

8- 8.45am AEST

Managing and investigating incidents can be a stressful and complex task. Providers need to support and train their staff appropriately of how to effectively manage an incident & report on it.

In this fast PD session, Loren will discuss the key requirements of the Incident Management & Reportable Incident rules and provide guidance regarding:

- Managing allegations
- Conducting an investigation
- Reporting on an incident

### NDIS Complaints Management

A requirement for all NDIS Providers  
Interactive 45 minute session

Friday 4 December 2020

8- 8.45am AEST

Providers need to support and train their staff appropriately of how to effectively manage complaints and swiftly resolve issues.

In this fast PD session, Loren will discuss the key requirements of the Complaints Management & Resolution Rules and provide guidance regarding:

- Managing complaints effectively and
- Ensuring procedural fairness

Your presenter Loren Gray is an auditor and trainer who brings her disability, auditing & investigative experience to provide helpful & practical information.

You can contact Loren via email at:

loren@grayms.com.au

**Register Now:**

**www.grayms.com.au**

