



All about audits

Information for people who use disability services

Easy Read version



How to use this booklet



This information is written in an easy to read way.

We use pictures to explain some ideas.



Some words are written in bold. We explain what these words mean.



This Easy Read booklet is a summary of another booklet.



You can find the other booklet on our website:

www.dss.gov.au/new-national-standards



You can ask for help to read this booklet.

A friend, family member or support person may be able to help you.

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What is an audit?



Audits are really important.

They are a way of making sure that services for people with disability are working well.

Services that have audits are:



- **Disability advocacy agencies** – these are services that speak up for people with disability.



- **Employment providers** – these are services that help people with disability find and keep jobs.



If a service is following all the rules, they will pass the audit.



The audits are done by a group of people.

They are called the audit team.



The audit team visits the service.



They ask questions and look around to make sure everything is going well.

If everything is going well, the service will:

- get a certificate
- continue receiving money from the government to run the service.



If things aren't going well, the service will not pass the audit.



The audit team will usually offer the service some time to fix the things that aren't going well.



But if they don't fix these things, the service might not get any more money from the government.

What rules apply?



Some places that provide services for people with disability have to follow a set of rules.

The audit team needs to make sure that the services are following the rules.

These rules are called the National Standards for Disability Services.

There are 6 standards. They are:



Standard 1: Rights

You have the right to be treated fairly when you use disability services.



Standard 2: Participation and Inclusion

You can take part in the community and feel included when you use disability services.



Standard 3: Individual Outcomes

Your service supports you to make choices about what you want to do. You can work toward your goals.



Standard 4: Feedback and Complaints

You can tell people what you think about the services you receive.



Standard 5: Service Access

Finding and using services is fair. You can access the services you need.



Standard 6: Service Management

Disability services should be managed well. They should have good staff.

Taking part in the audit

You can take part in the audit at your service if you want to.



You can talk to the audit team.



You can answer their questions.



And you can say it is OK for the audit team to look at your files.

This will help them understand if the service is doing a good job.

What if you don't want to take part?



You don't have to take part if you don't want to.
It's OK to say no.



No one will be upset with you.



And saying no will not make a difference to the
services you receive.

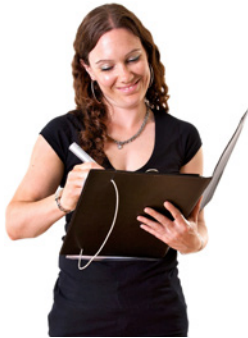
You can say no to:

- talking to the audit team
- answering questions
- letting the audit team look at your files.

Who is in the audit team?



The audit team is made up of a few people.



They are trained to know when services are doing a good job.



Each audit team includes 1 person with disability.

The audit team won't include anyone who works at or uses your service.

Getting support to take part

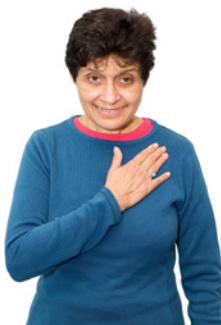


If you do want to take part, you can ask someone to support you.

This person can be someone you trust, like a friend, a family member or an **advocate**.



An advocate is someone who supports you and speaks up for you.



The support person must be someone who does not work for or use the service being audited.

They should be independent.

What is it like to talk to the audit team?

The audit team can talk to you in different ways.

Usually, 1 or 2 people will talk to you. They might:



- Talk to you on your own.



- Talk to you on the telephone.



- Talk to you in a group.



- Ask you to write things down.



- Just chat to you casually.



You can choose which way you would like to talk to the audit team.



They may ask you to sign a form saying that you want to take part in the audit.

What does the audit team want to know?



The audit team wants to know if your service is doing a good job.



So they are checking on the service, not on you.



The audit team will want to speak to lots of different people at your service.



They will speak to the staff as well as the people who use the service.

They will ask you questions about things like:



- If you are happy with the service.



- If you've had any problems, and if they've been fixed.



- If the service has helped you achieve your goals.



- If the service has provided you with good information.



- If you've made any complaints.



- If you have had a complaint, did the service tell you who to complain to?



- If you've got any ideas for making the service better.

Will the audit team tell anyone what you say?



The audit team will keep your information private.

They won't tell your service what you have said.



They will write about the answers you gave in their report.



But they won't use your name.

When will the audit team come?



The audit team come once every year.



Your service should tell you when the audit team is coming.

Most services will spend some time getting ready for the audit.



They will do some paperwork.



And they will probably ask you if you want to take part.



As we explain above, you can choose if you want to take part or not.

What happens if your service fails the audit?



If your service fails the audit, they will be given more time to fix the problems.



The audit team will tell the service how long they have to make things better.



The audit team will check to make sure the problems are fixed.

How to say when something is wrong



What if you think the audit team did something wrong?



If you are not happy with something the audit team did, you can tell your service provider.



But what if you want to make a complaint to someone other than the audit team about your service provider?



Sometimes you might not want to tell your service provider or the audit team about something you are unhappy with.

You can ring the Complaints Resolution and Referral Service instead.



Their number is 1800 880 052.

Word list



Advocates

People who support and speak up for someone else.



Disability advocacy agencies

These are services that speak up for people with disability



Employment providers

These are services that help people with disability find and keep jobs.

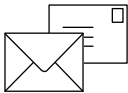
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