

**AN IMPORTANT STANDARDS REMINDER**

**Date: 30/05/22**

**Reason:** NWSS has always worked towards creating its own internal standards to reach high quality, personalised direct service delivery. Our service generated standards are complimentary to the NDIS practice standards that all service providers must work to.

If observation, general talk, complaints, or reports indicate that practice standards are either not understood or being breached we will raise one of these reminders to teams and/or individual workers.

Standards such as this are issued after considering the evidence that has come to hand and considering that, in all probability, there is some truth in it.

X	Directed to	Other identifier (if necessary)
X	All employees	
	Shared home team	
	Individual support contract	
	Individual support worker	

It has been observed that standards and/or policies are not being complied with.

**Observations include:**

- Observations are being made that some staff are late for shifts.

Staff must phone their Service Coordinator or someone on the management team if they can't get their Service Coordinator to let them know that they are going to be late for a shift and the reason why. Please remember that in the tight roster systems we work under, a couple of minutes late is not acceptable.

Also, not turning up for a shift without going through the Roster Coordinator is a serious matter.

More information can be found in our policies on our website at [www.nwss.org.au](http://www.nwss.org.au)

Thank you for your cooperation.

**The Management Team**