

**AN IMPORTANT STANDARDS REMINDER**

**Date: 19/07/22**

**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.

<b>X</b>	<b>Directed to</b>	<b>Other identifier (if necessary)</b>
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:**

NWSS has transcripts from message groups of support workers. They are breaching confidentiality and privacy standards and making damaging comments about NWSS staff.

When employees engage in messaging groups and social media platforms that contain disparaging remarks about clients, fellow staff members and management team members they need to be aware that these transcripts invariably find their way to the management team.

The employees who engage in these exchanges and discussions need to be aware that the content may well reflect badly on them as employees, impeding being offered more hours.

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 Leadership Team**