

Practice Bulletin

Community Visitor Program

Community visitors independently monitor services, where people receive disability services. A 'visitable' site is defined under the Public Guardian Act 2014 as a registered NDIS provider that provide a relevant class of supports to a consumer that are paid for wholly or partly from funding from the NDIS and include sites that provide the following:

- high intensity daily personal activities
- assistance with daily life tasks in a group or shared living arrangement
- specialist positive behaviour support that involves the use of a restrictive practices
- specialist disability accommodation

Visiting a site

Community visitors conduct regular announced and unannounced visits to sites. They visit between 8am and 6pm any day of the week, including weekends. Unannounced visits are conducted so that community visitors can observe the standard of service delivery provided by the site on a typical day. Community visitors apply their inquiry and complaint functions (as defined in section 41 of the Public Guardian Act 2014) to identify issues for or on behalf of consumers. They will escalate issues to management if required, or in some cases may refer the issue on to an external agency for investigation.

Community visitors have legislative authority to:	Community visitors are required to:
<ul style="list-style-type: none">• access all areas of a site• require staff to answer questions• request documents related to the support of consumers• make copies of relevant documents• talk in private with consumers or staff.	<ul style="list-style-type: none">• notify staff when they arrive at the site• discuss any concerns with consumers and staff• clarify any issues when reasonable and practical to do so• resolve complaints by or for a consumer• report to staff when leaving the site

Receipt of Report

After each visit the community visitor produces a report which is sent to the service provider. All reports will be received via the SD Admin inbox. SDadmin@endeavour.com.au . Reports are entered by Quality and Practice Coordinator into *RiskMan – Feedback>Community Visitor Report*.

Response Plan

Quality and Practice Coordinator will assign actions to relevant Portfolio Manager/Site Leader via Feedback form on Riskman) depending on the number of Ongoing or Clarified Inquiries/Complaints presented in the report.

Portfolio Manager/Site Leader to complete actions on Feedback form in RiskMan and respond to the Community Visitor's report detailing the completed actions for all Inquiries/Complaints addressed via the CVP email address: communityvisitor@publicguardian.qld.gov.au within

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required timeframes of 2 weeks from the action/s being allocated to respective Portfolio Manager/Site Leader

Follow up on all Inquiries/Complaints identified with Frontline Staff and escalate any matters of concern to relevant Operations Manager

All correspondence (to CV), documentation, and evidence to clarify any Inquiries/ Complaints raised by CVP are to be uploaded into RiskMan and Carelink+ (under Facility).

Example:

1. Ensure that both the **review section**, **actions** and **outcome** have been documented within the Community Visitor Program (RiskMan Feedback Item)

Review

Has a Review been started? Yes No

Review Status: **Completed**

Review Manager *: Andrew Jeffery (jeffera)

Feedback Severity Rating *: Minimal

Review Notes: All requested information has been provided directly to John Smith

Actions

Add Action

Action ID	Related Feedback Item	Description	Allocated By	Allocated To	Allocated On	Action By Date	Action Response	Complete?	Completed On
1		Inquiry/Complaint has been noted and steps being undertaken have been Clarified. This Inquiry/Complaint can be acknowledged, by local frontline leader. Please outline findings and outcome for customer in review section before closure.	Srishti Sheshadrinath (Srishti.Sheshadrinath)	Andrew Jeffery (jeffera)	13 Aug 2021	27 Aug 2021	All requested information has been provided directly to CV Amanda Green	No	

Outcome

Has the complainant raised this complaint with an external agency? Yes No

Outcome Details: All requested information has been provided directly to John Smith

Regulator notified? Yes No

Complaint Resolved? Yes No

Refer for closure? Yes No

Closed On: 13 Aug 2021

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2. Ensure that the response (email provided to the Community Visitor) is uploaded into the (RiskMan Feedback Item) as evidence of actions being addressed.

Documents

Add Document

Attached Documents

ID	Document Name	Description	Date Attached
555933	RE_CVP Visiting Report.msg	Response to CV	16/08/2021 9:10:37 AM
555809	CVP Visiting Report 49 Messara Crt 30 Jun.msg	CVP report / email	13/08/2021 11:03:00 AM

Further assistance

Please contact the Quality and Practice Improvement team

PracticeImprovement@endeavour.com.au for further support on escalations

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