

PQ_{plus} Prospectus '22

*Quality Management Systems
Services and Advice
Online Training
Tools and Updates
Guides and Publications*

working with the
NDIS
provider
community



Practical Quality Management Support

All services have been excellent - well priced, rapid response to requests, thorough attention to detail... We think you rock!

Irene Clelland | ARAFMI

Really grateful to PQ Plus and their quality of service. From the beginning, it felt stress free and doable. They walk you through everything and are helpful with all the questions you have. Thank you to Susan and the team!

Tapu Fuiava, | BLACK BUTTERFLY GROUP

With the right help you can manage NDIS compliance

PQplus gives providers the know-how to minimise their compliance burden and maximise benefits. Step-by-step, person-to-person, and in plain language.

That's why training is at the heart of everything we do. We pioneered in-depth audit training and produce guides to all aspects of NDIS Quality Management.

We also work behind the scenes responding to changes in the NDIS requirements, taking care of the things that need an expert touch. When the NDIS requirements change, we keep you updated and build tools and documents to help you respond.

And when you need the specific expertise that comes from working with NDIS Quality and compliance day-to-day, year-to-year and person-to-person, just get in touch.

Working for your success!

The PQplus team

contact
PQplus

Phones
0410 524 032

Emails
info@pqplus.com.au

Browsers
pqplus.com.au

Cards and letters
P.O. Box 1352, Oxley
Queensland, 4075

Services for New Providers

A properly set up Quality Management System will meet the NDIS requirements and save time, stress and money in the long run.

New Provider Registration Assistance

PQplus Registration Assistance provides support through the whole registration process. We provide all the Quality documents you'll need. It's a full Quality Management System:

- **PQplus Policy Manual** tailored to your needs.
- All the relevant **forms and templates**.
- **Self-assessment** against the relevant modules of the *NDIS Practice Standards* (required in the application and renewal processes).
- **Tools and resources** to help you prepare your evidence for audit.
- Audit preparation session.
- Support right up to the completion of your audit
- Exclusive access to online Risk Management training.

*Verification Module: \$1650 (inc GST)

Verification plus Early Childhood Modules (sole traders only): \$3300 (inc GST)

Certification — Core Module plus any additional modules (excluding SDA): \$4290 (inc GST)

Please contact us regarding Specialist Disability Accommodation.

Policy & Procedure Manuals

Sometimes, providers just need policies. PQplus Policy Manuals go through audits every day, so we know they've got what auditors are looking for. They're technically precise but easily understood, concise but sufficiently detailed, and they provide the right level of guidance. Because they are fully editable, they can respond to changes in the NDIS requirements and grow with your organisation.

We are happy to supply an example of our policy writing so that you can be more confident prior to purchase. Contact us for more details.

Services for Ongoing Providers

Existing Provider Registration Assistance

Existing organisations entering the NDIS must have suitable policies. PQplus analyses your current documents and brings them into line with the NDIS requirements:

- **Gap Analysis** — align your policies to NDIS requirements.
- All the relevant **forms and templates**.
- **Self-assessment** against the relevant modules of the *NDIS Practice Standards* (required in the application and renewal processes).
- **Tools and resources** to help you prepare your evidence for audit.
- Exclusive access to online Risk Management training.

Assistance is tailored to your organisation's needs. Please contact us for a quote.

I can confirm Susan Hawkins, and PQplus is an excellent resource and invaluable! PQplus are experts in delivering a comprehensive structure which was clear, logical and practical within the NDIS framework. Susan and Dani are approachable, which allowed us to examine our policies and processes with the understanding of having a holistic approach. We highly recommend other providers to engage with PQplus. Kind Regards,

Jake Turcato | BRIGHTER FUTURES

Internal Audits

PQplus Internal Audits make sure everything is in place for your upcoming audit. We show you how to prepare the audit evidence. We identify potential non-conformities and work with you to develop an action plan addressing the issues prior to your external audit.

It looks and feels like a real audit, and will give you confidence that all your bases are covered. Internal audits are conducted remotely — helping to minimise costs and make best use of our time together. Contact us for a quote.

We are so thankful for your support along the way to rectify our non-conformances against the recent audit we had for NDIS. It was a big shock to us to receive the news that we are now fully conforming against the NDIS Practice Standards. We believe this was thanks to you! You have been so professional along the way, always responsive and helpful, extremely organised, all the characteristics to score us 100%. We are so glad to have chosen PQplus as our preferred consultant, and again we chose PQ Plus because of your approachable, informative and quick nature in settling an agreed work on our initial phone conversation. We cannot recommend PQplus enough. We look forward to more business with you.

Nilli Gunler | SYDNEY MULTICULTURAL COMMUNITY SERVICES INC

Toolkits & Updates

We keep ahead of the changes to help providers respond to the changing NDIS landscape. These products are available at our website store

ILO Management Kit

Individualised Living Options (ILO) takes person-directed supports to new levels. Managing an ILO takes specific skills and a flexible leadership structure. We worked with experienced providers to develop a toolkit that puts the ILO principles into action. It works! And it supports project leadership across every stage of the process — from planning to risk management, from implementation to review.

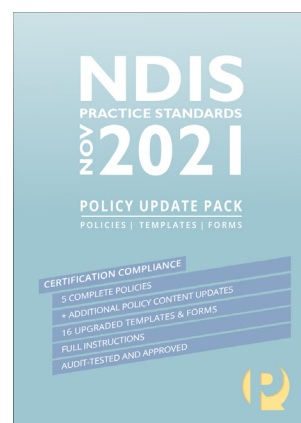


Update Packs: Policies & Tools

PQplus provides updates in line with changing NDIS requirements.

In November 2021, the NDIS Commission significantly changed the Quality and Safeguarding requirements. Changes included provisions for mealtime management, participant health, and emergency and disaster planning.

Our update packs help providers respond to all the new requirements. Plain-language policies provide the guidance needed and the tools are innovative, effective and easy to use. We've had great responses from providers and auditors. There's updates to suit both [Verification](#) and [Certification](#) systems.



Participant Risk Kit

The *Participant Risk Kit* responds to specific requirements introduced for Daily Personal Activities supports for participants who live alone. The kit includes a dedicated policy and the innovative *Client Journey Workbook* (included in the Nov 2021 Policy Update Pack, above)



Online Training

All NDIS service managers need a working knowledge of compliance and Quality Management. But where do you start? PQplus training programs keep providers ahead of their compliance obligations and ready for audit.

Practical Audit Prep

Practical Audit Prep addresses **all** the NDIS Core Module requirements in a clear, logical format. A step-by-step guide that fully prepares NDIS providers for **Certification Audit**. Practical projects make sure you've addressed all the NDIS Core Module requirements, using the right tools.

Ten lesson modules appeal to all learning styles: video tutorials, a comprehensive online Handbook, practical projects, and quizzes. With 12 months access to the course, *Practical Audit Prep*, you can review the online course materials as often as you need. All the tools are supplied, fully downloadable and yours to keep using. Check out the training program [here](#).

Practical Audit Prep is an innovative training program developed in consultation with NDIS providers and auditors. Trial programs were live-streamed, with feedback collected to inform further extensive development. Here's what attendees said:

I have attempted to prepare for the NDIS commission audit for a while, but only really understood what and how I should be doing this after completing this course. I have gained so much understanding and insight into what the auditors will be expecting.

Kerry Els. (Director) Speech and Learning Services, NSW

The Audit Workshops helped me with preparing for my upcoming NDIS registration. I especially found the practical examples... very useful and easy to implement.

Athellia Dias (Director) Links2Community, NSW



NDIS Quality in Practice: Frontline Managers

When frontline managers use Quality Management techniques, everyone benefits — participants, workers, managers and the organisation. Fewer incidents, fewer headaches and fewer problems at audits. *NDIS Quality in Practice* shows frontline managers how to use Quality Management techniques to minimise risk, manage data, and maximise engagement. So get your whole team on board to support compliance and safety.

Eight lesson modules appeal to all learning styles: video tutorials, a comprehensive online Handbook, practical projects, and quizzes. Learn more or get 12 months access to the training program [here](#).



Guides & Publications

Changes in the NDIS landscape can cause confusion. We constantly monitor the NDIS landscape and provide updates, guides and tools to address current requirements. And, where possible, we provide information for free.

Policy Manuals: to write or to buy?

Is it best to write your own Policy Manual? Will you save money? Will it be a better representation of your organisation? The answers may surprise you.

Policy manuals: to write or to buy? discusses what it takes to formulate policy, how many policies might be needed, and the real costs. With an obvious stake in the game, we try to be even-handed. We show that, in most cases, buying policies is a more cost-efficient solution.

That said, providers should be careful in choosing a consultant. As the NDIS marketplace grows, the number of business support services are increasing. Unfortunately, not all business support services are worth purchasing, and some cause big headaches later on at audit. We provide a fillable PDF checklist to help providers conduct due diligence.

Blogs, FAQs and Links

Our website is loaded with free resources to help providers understand the NDIS provider registration process, audits, risk management, supporting participant understanding, crisis management and more. Blogs and FAQs and links. We'll keep adding more.

Mailing List

Our mailing list keeps us in touch with our client family. Join easily by downloading our free [Welcome Pack](#). We have a strict NO SPAM POLICY and no credit card is required.

We inform members about upcoming changes in the NDIS requirements. We translate the requirements into plain language and let members know how they will need to respond.

Where possible, we provide practical solutions — comprehensive documents, updates and innovative tools that make meeting the NDIS requirements so much easier. Occasionally, we also inform members about newly developed PQplus products that address longterm issues for NDIS providers — for example, our online training.

Guides & Publications

Welcome Pack — Free Resource

Auditors often remark that NDIS participants are not provided the information they need. Welcome Packs can do much of this work. The information should be in a format participants can easily understand. Unfortunately, writing in easy English isn't easy. It takes a lot of time and effort, and it's not a common skill. We knew our clients would be better equipped if they had a Welcome Pack, and participants would be safer and better informed. So we produced a set of brochures making sure all they included all the required information.

They are available as MS Word documents and easily modified to include providers' details. They come with instructions on how to modify them too. We decided to make them freely available to all providers to use as they wish: use the template, use only the plain English text or whatever. If you don't have a Welcome Pack, download the free templates [from our website](#).



About us

PQplus — Principles

PQplus develops programs for all stages of the NDIS journey. We mainly think in *programs* because they allow us time to create services that fulfil our principles.

All PQplus products and services should be:

- **Practical solutions to real problems faced by providers** — let's be useful. The NDIS marketplace doesn't need more fluff.
- **Cost-effective and represent genuine value for money** — our programs should cost less than providers' time is worth.
- **Comprehensive solutions** — in most cases, a partial fix is no solution at all. And a real solution needn't cost more!
- **Provider capacity-building** — a Quality System is something you *use*, not something you *have*. So services should include adequate advice, explanation or training to allow providers to get the most value out of their Quality Systems.

PQplus — Directors

Susan Hawkins: PQplus Co-Founder, (B.Social Work (Hons), B.Music (Hons), Grad Cert Community Sector Management, Quality Management Systems Lead Auditor (ISO 9001:2015))

Susan has specialised in community sector quality management for over 15 years, working with large and small organisations, and in government. Her areas of expertise include disability, aged care, and mental health.

A qualified social worker, Susan specialised in quality management to assist organisations develop systems and processes that keep the client at the centre of the service. Susan provides practical NDIS quality and safeguarding assistance to providers across Australia.

Jonas Hill: PQplus Co-Founder. (B.Politics (Hons), Quality Management Systems Lead Auditor (ISO 9001:2015), Dip Visual Communications)

Jonas is tasked with developing materials to address NDIS provider need and participant risk. With a background in education, teaching political theory and government, Jonas is responsible for creating effective training curricula and easy-to-understand resource materials.

PRACTICAL
COMMUNITY SECTOR
QUALITY SUPPORT

PQ⁺
PLUS



Testimonials

Provider Registration Assistance

Susan and her team at PQ Plus have been a pleasure to work with throughout our NDIS registration journey. (...) Her extensive knowledge in the NDIS arena resulted in her delivering above and beyond our needs. I highly recommend working with Susan for all NDIS registration and compliance matters.

Josh Reed | BULLINAH ABORIGINAL HEALTH SERVICE

Thank you so much for making the process of registering with the NDIS easy. You were able to guide me through the steps required to lodge my application and your communication was fantastic. You supported my business by developing user-friendly, detailed documentation. You were able to tell me what to expect throughout the process and the timelines you provided for each step along the way were spot on. You were wonderful to work with and I'm looking forward to having your support to ensure my business meets the requirements for the NDIS into the future. Many thanks,

Sally Petersen | OUTCOMES CONNECT

...the continuous support available, even after they have assisted us become an NDIS registered provider, the support and relationship continued. ...and what stood out about PQPLUS+ is the honesty and integrity which is something we value.

Liban Yusuf | INCLUSIVE HOME CARE

I sought the services of PQplus after many months of attempting to navigate the NDIS registration process on my own. I found the process frustrating and incredibly difficult, and was about to abandon the registration. I felt instant relief after contacting PQplus, who helped provide me with the guidance, support and appropriate documentation to complete my application in a compliant, timely and stress free manner. I highly recommend you get in touch if you value your time, energy and business service standards.

Jane Kinnear

Thank you so much for what you are doing for me. Your personal commitment to see me achieve is giving me hope in this industry and to know that I have someone in Australia who so much cares and walks an extra mile for me. Kind Regards

Ngugi - ADORN HEALTH PROVIDERS

As a new organisation starting with minimal resources, we were faced with the confronting task of having to bootstrap the entire business. In hindsight, using PQ Plus to help us build our quality system was one of our best early investments. It helped us greatly in three respects. First, it saved us countless hours in having to produce compliant documentation from scratch. Second, it gave us some confidence that we weren't overlooking any of the finer details of compliance. Third, it was a catalyst for many changes we needed to make to our operations, to ensure we were doing what our quality system required of us. In our first year of operation, we grew from 1 to 75 employees, providing services to about 400 people throughout Melbourne. Our growth has been driven almost entirely by word of mouth, as we quickly built a reputation for delivering high quality psychosocial support services. I doubt we could have achieved what we have achieved so rapidly if we had tried to build our quality system, and apply for NDIS registration, without external help.

Aaron Lange | Managing Director | CANDELLA

Testimonials

Internal Audit Support

Thank you Susan and Dani for all your help and expert knowledge towards NDIS audit thus far. We are very appreciative of the speed and responsiveness in your service and quality of the documents we have received. I would not hesitate to recommend your services to other providers."

Lucy Liongue | PERTH INTEGRATED HEALTH

Gap Analysis

Dani and Susan from PQ Plus are amazing. They are responsive, knowledgeable and professional. The quality of work is excellent and they are really great to deal with. We will continue to work with Dani and Susan to ensure compliance against the NDIS practice standards.

Sarah Tilley | CONNECT ALLIED HEALTH