Checklist – How to Prepare

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability

Managing your involvement in the Royal Commission

- ☐ Decide on a team within your organisation to be involved in preparing for the Royal Commission.
- ☐ Ensure a system is in place for workers, Board members, clients etc to receive communications and updates about the Royal Commission and the preparations of the organisation.
- ☐ Formulate a thorough system for managing your documents across the organisation to ensure the information is accessible if called upon by the Royal Commission in a short timeframe. Consider whether a third party information system provider is necessary.
- ☐ Consider what consultants or third party assistance you might need eg legal, clinical, project management.
- ☐ Scope which areas of focus will be the subject of the Royal Commission eg incidences of abuse, complaints, restrictive practices, governance etc.
- ☐ Prioritise which areas of focus your organisation should address and in what order.
- ☐ Check your insurance policy and review whether the legal expenses incurred will be covered by insurance.

Stakeholder engagement

- ☐ Identify a spokesperson in your organisation to represent your organisation for all enquiries and circulate this information organisation-wide so that everyone knows this is the person they should refer enquiries to.
- ☐ Develop a worker and client communication plan which sets out what information will be circulated to these stakeholders.
- ☐ Consider if you require a consultant to assist your organisation develop a media protocol.

Documents

- ☐ For each area of focus, list all the documents and information you anticipate the Royal Commission will expect you to produce or know about. For example, with complaints, all the complaint reports and how they were handled and their resolution. This list will be <u>extensive</u> and organisations will spend a significant amount of time collating the data and extracting the key information.
- ☐ Compile any submissions or papers your organisation has contributed to in the past, for example, to the NDIS implementation, Productivity Commission or Commonwealth parliamentary committee inquiries or State/Territory inquiries, to gauge an idea about your organisation's role in the reform landscape.
- ☐ Establish a position on the key reform and regulatory issues that the Royal Commission will be raising.
- ☐ Begin considering how your organisation has been transferring and preparing itself for the NDIS and other regulatory changes and incorporate this into the information you're compiling.
- ☐ Do not destroy documents that will be relevant or within the scope of the Royal Commission from here out. Ensure you seek legal advice should this conflict with your other obligations.
- ☐ Save and assess documents as they are created from here out and have a place to save those documents and flag them as relevant to the Royal Commission.
- ☐ Keep an eye out for the Document Protocol which will be released once the Royal Commission has commenced and which will detail how documents are to be submitted if called on.

Analyse your Risk Profile

- ☐ For each area of focus, review the documents and information you have compiled and highlight the trends or patterns. Communicate the outcome of this analysis to your executive team and Board.
- ☐ Devise a strategy and action plan for addressing the risk areas and further areas of improvement.

Continuous Improvement

- ☐ Identify those services/outlets within your organisation that have weak spots and turn your attention to those immediately with the action plan.
- ☐ Develop a matrix which attests to any improvements in those risk areas since the issues were raised and which tracks the continuous improvement planned.

Disclaimer
