



Everyday Practice

NDIS Education and Collaboration Hub

Fact Sheet

What is Everyday Practice?

Everyday Practice is an innovative new online education and capacity building resource for NDIS Providers. The platform is being delivered by Amergin and Queenslanders with Disability Network (QDN), as a funding recipient under the NDIS Quality and Safeguards Commission's Support for NDIS Providers Program. The platform can be accessed by visiting www.everydaypractice.com.au.

What is the purpose of Everyday Practice?

Everyday Practice has been developed to grow a quality market in the NDIS, emphasising NDIS Providers' compliance obligations through the lens of the people with disability who access NDIS supports and services.

Who is Everyday Practice for?

Everyday Practice is designed to support all NDIS Providers whether they are Registered or unregistered. Material provided by and for NDIS Participants encompasses the needs of agency-managed, plan-managed and self-managed participants.

How does Everyday Practice help promote best practice in the NDIS?

Everyday Practice provides a unique collaborative opportunity between Providers and Participants, helping them work together towards best practice outcomes. This is done by providing **resources**, **forums** and a dedicated **helpdesk** so they can more effectively translate complex compliance requirements into practical, everyday actions.



- **For Providers:** Everyday Practice aims to support NDIS Providers to understand and meet their NDIS obligations and incorporate them into their everyday practice. By providing resources developed by and for NDIS Participants as well as Provider-specific resources, and collaboration opportunities with NDIS Participants, Everyday Practice helps NDIS Providers to enact their compliance obligations on an everyday basis, in a way that considers NDIS Participants' perspectives and upholds their human rights.
- **For Participants:** Everyday Practice aims to give NDIS Participants a clearer voice in NDIS Providers' delivery of best practice NDIS services and supports. It also aims to empower NDIS Participants to more easily identify quality NDIS Providers and become more discerning consumers of NDIS supports and services.

What support is available through Everyday Practice?

Everyday Practice provides a range of support services for NDIS Providers and NDIS Participants, including:

- **Resources:** including videos, factsheets, downloadable material and online activities;
- **Forums:** hosting subject-specific discussions across a range of topics; and
- **A Helpdesk:** offering a user-friendly support service to answer NDIS-specific, compliance-related questions.



What kind of information will Everyday Practice provide?

In the 2019-20 financial year, the resources provided by Everyday Practice will cover the following topics:

- NDIS Quality and Safeguards (*already released*);
- NDIS Participant Safety and Wellbeing (*already released*);
- Enacting the Core NDIS Practice Standards and Code of Conduct (*already released*);
- Complaints and Incident Management (*coming soon*);
- Privacy, Consent and Record Keeping (*coming soon*); and
- Features of best Practice NDIS Providers (*coming soon*).

The online Forums and Helpdesk will address the above topics and have the flexibility to address other, NDIS-specific, compliance-related issues. The Forums and Helpdesk are open and moderated between 9:00AM and 4:00PM AEST, Monday to Friday.

How can I find out more information about Everyday Practice?

Please contact Hannah Taylor-Watkins: hannah@everydaypractice.com.au or Lauren Byrne: lauren@everydaypractice.com.au for more information about the Everyday Practice project.

Media enquiries can be directed to Tony Dempsey: tdempsey@amergin.net.au.

